



## LEAD COMMUNICATIONS TECHNICIAN

### Characteristics of Work

Incumbents in the communications support field are responsible for the physical aspects of voice and data network operations. Individuals in this role are responsible for the installation maintenance and monitoring of voice and data systems throughout the State. This includes responding to user needs and identifying and resolving operational problems as they occur.

Lead Communications Technician is the leadership level where incumbents supervise the purchasing, installation and maintenance of communication systems, telephone systems, and all other voice and data needs for the State which includes supervising installation and repair work done by communications technicians for both radio, voice and data systems. Incumbents in this role may also be responsible for maintenance of the States voice mail system, controlled switching system, terminal equipment and wiring.

### Examples of Work

**Examples of work performed in this classification include, but are not limited to, the following:**

Performs systems diagnostics, maintenance and repair on voice-mail, electronics communications servers/PBXs and key systems.

Coordinates and supervises the work of lower level communications technicians.

Develops work plans for new communication system installations for the State.

Supervises modifications and enhancements made to existing and/or new systems.

Ensures that communication system capabilities are compatible with user requirements.

Acts as on-site liaison for Agency end-users and communications analysts.

Accurately accounts for all changes made to the telephone and/or data networks using a CAD software application.

Performs related or similar duties as required or assigned.

### Essential Functions

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Develops workplans for communication systems installations that meet State needs.
2. Monitors and maintains key communications systems for the State.
3. Acts as technical interface between communications analysts and end-users.
4. Designs installation documents detailing cable systems and key equipment interfaces.

### **Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Heavy Work:** May frequently exert force equivalent to lifting up to approximately 50 pounds and/or occasionally exert force equivalent to lifting up to approximately 100 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Field of Vision:** Ability to observe an area up or down, left or right while eyes are fixed on a given point.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Accommodation:** Ability to adjust focus.

**Color Vision:** Ability to identify colors.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

#### **Motor Coordination:**

While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

### **Experience/Educational Requirements:**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

Four (4) years of directly related experience.

**Substitution Statement:**

No substitution for experience in this situation.

**Interview Requirements**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.